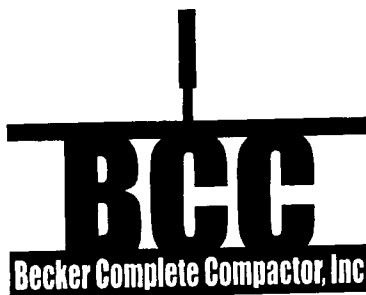


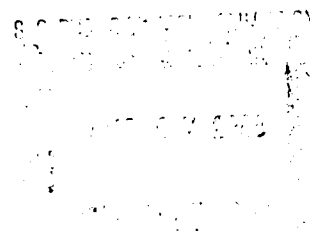
194262

PO Box 280607
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(803) 755-0075
Fax (803) 755-0057



2008-306-C



August 6, 2008

Chief Clerk/ Administration
Public Service Commission
PO Box 11649
Columbia, SC 29211

Dear Chief Clerk,

I am writing to request a hearing regarding our account with Deltacom. Our account number with them is [REDACTED]. We signed a 3 year agreement with them in March 2008. We were assured that if we were not happy with our service and gave the company 30 days to resolve our issues; they would release us without penalty.

We have been trying since the install to resolve problems that began with a poorly handled installation. We have been requesting that Deltacom honor the verbal promise of one of its district manager and take responsibility for bills to 2 subcontractors that I had to bring in to attempt to fix these installation and service issues. Despite repeated calls and emails to Deltacom employees at various levels of management, my bills are still unpaid and other service issues are still unresolved. We are not attempting to seek compensation for other expenses such as lost business, lost productivity, and countless payroll hours seeking their help.

I will be happy to document the problems that are uncorrected, as well as my many attempts to work out solutions directly with Deltacom. I am petitioning a hearing to assist me in getting reimbursed for expenses caused by broken promises and to be released without penalty from our agreement with Deltacom on the grounds of poor service, poor customer service, and no reason to even hope the situation can be resolved without a government agency intervening. The paper trail of emails will show that we have tried in good faith to fix this and have had no success.

As a small business owner, I cannot afford to endure more of the problems and expenses Deltacom seems to feel is its right to inflict. They do not seem concerned with consequences as I informed them I would take this next step. Large companies have attorneys to do battle with opportunistic organizations. Small business owners have much less influence and find themselves targets for companies like Deltacom without the assistance of agencies like yours.

Please advise me of what I need to do next.

Sincerely,

A handwritten signature in black ink, reading "Cassandra S. Becker". The signature is written in a cursive, flowing style.

Cassandra S. Becker